



**Rand Water Head Office**

Physical: 522 Impala Road, Glenvista 2058, South Africa  
Tel: +27 (0)11 682 0911  
Customer Service Centre: 0860 10 10 60  
customerservice@randwater.co.za

**City of Tshwane  
Head Office**

Tshwane House, 320 Madiba Street  
PRETORIA 0002  
Reception: +27 (12) 358 9999  
Email: customercare@tshwane.gov.za

**6 September 2023**

**JOINT MEDIA STATEMENT**

**Rand Water and the City of Tshwane partnership to ensure consistent water supply in the city.**

Rand Water and the City of Tshwane (CoT) have noticed an increase in water demand as a result of hot temperatures and high-water consumption. This has put a strain on the CoT and Rand Water's supply systems.

Both Tshwane and Rand Water have agreed on interim and urgent water conservation and water demand management mechanisms to ensure sustainable provision of water in CoT. Equally and jointly, CoT and Rand Water are implementing resolutions agreed upon at the meeting that was held on Sunday, **3 September 2023**, between the Ministry of Water and Sanitation, CoT and Rand Water.

The resolution was that CoT and Rand Water will, based on demand and supply, increase water volumes in key holding reservoirs to ensure long term provision of water in CoT amid high water consumption. This was implemented from last night (**Tuesday, 5 September 2023**). These measures include controlling outlets flows from key holding reservoirs and move water from healthier systems to assist areas where the high consumption had depleted the system and/or reservoirs. The reservoirs that were affected last night are **Klipfontein, Brakfontein, Hartebeeshoek** and **Bronberg**.

Due to the high-water usage, these interventions will be reviewed daily, and decisions made based on water consumption. To ensure smooth and integrated coordination, a technical team comprising of the **Department of Water and Sanitation, Rand Water** and **CoT** will also meet daily during the peak season to share the state of water supply systems and demand and devise comprehensive measures to address water supply challenges; collaborate on water

conservation campaigns and mobilise communities to save water, including imposing water restrictions, where necessary. Furthermore, CoT and Rand Water have committed to jointly strengthen communication with all stakeholders and members of the public in order to serve CoT residents better and efficiently.

Rand Water and CoT maintain unwavering dedication to guaranteeing a sustained provision of high-quality drinking water, thus ensuring the sustainable security of water supply.

We therefore implore citizens to practice the following water saving habits:

- Do not leave taps dripping,
- Wash your car on the grass with grey water as this will water your lawn at the same time,
- Shorten your showering time,
- Use a glass of water to rinse when brushing your teeth,
- Reuse grey water to water your garden or pot plants,
- Fix all leaking plumbing features in your house and report leaking water pipes to the City of Tshwane.

Rand Water and the City of Tshwane urge ALL citizens and consumers to USE water sparingly.

**For Rand Water Media enquiries please contact the following officials:**

- **Justice Mohale** (Media Relations Manager) at 083 417 6999/ [jmohale@randwater.co.za](mailto:jmohale@randwater.co.za)
- **Ms Makenosi Maroo (Spokesperson)** at 072 545 5041/ [mmaroo@randwater.co.za](mailto:mmaroo@randwater.co.za).

**For the City of Tshwane Media enquiries please contact the following officials:**

- **Selby Bokaba** at 082 778 0245 or email: [SelbyB@tshwane.gov.za](mailto:SelbyB@tshwane.gov.za)
- **Lindela Mashigo** at 079 147 1860 or email: [LindelaMa@tshwane.gov.za](mailto:LindelaMa@tshwane.gov.za)